SOFT SKILLS DEVELOPMENT

SUBJECT CODE : 23UCN2SS

COURSE LEVEL : UG

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Unit I – Communication Skills

Verbal & Non-Verbal Communication

Verbal:

•Spoken or written words

•Examples: Interviews, speeches, meetings

Non-Verbal:

•Body language, gestures, facial expressions, tone

•80% of communication is non-verbal!

“Your body speaks louder than your words.”

Active Vocabulary

•Using impactful, professional words in speech

•Helps in clear expression and confidence

•Regular reading & practice builds strongEg:

•Instead of “good,” use “efficient,” “productive,” or “skilled”

• vocabulary

Conversational Etiquette

- Greet politely
- Don’t interrupt
- Use formal tone when needed
- Show interest & listen actively

Golden Rule: Think before you speak.

KOPPACT Syndrome

Breakdown of the KOPPACT acronym (assumed format; if your syllabus gives specific meaning, use that instead):

K – Knowledge
O – Observation
P – Presentation
P – Politeness
A – Articulation
C – Clarity
T – Tone

KOPPACT helps maintain professionalism while communicating!

“Speak with intention. Listen with attention.”

Unit II – Emotional Skills

What is Emotional Intelligence (EI)?

- Ability to **recognize, understand, and manage emotions**—in yourself and in others
- Helps in personal and professional relationships
- More important than IQ in many job roles!

“Emotions drive behavior. Emotional Intelligence directs it.”

The 5 Steps to Emotional Quotient (EQ)

1. **Self-awareness** – Understand your emotions
2. **Self-regulation** – Control emotional responses
3. **Motivation** – Drive to achieve goals
4. **Empathy** – Understand others' feelings
5. **Social skills** – Manage relationships effectively

Self-Awareness & Self-Regulation

- **Self-Awareness:** Know your strengths, weaknesses, emotions
- **Regulation:** Think before reacting, manage stress wisely

Try this: Keep a daily emotion journal for a week.

Empathy & Social Intelligence

- **Empathy:** Feeling *with* people, not *for* people
- **Social Intelligence:** Reading people, adapting to situations

👥 Important for team leadership and resolving conflicts

Stress Management & Coping with Failures

□ What is Stress?

Stress is your body's reaction to **any challenge or demand**. It can be physical, emotional, or mental.

⚠□ Too much stress affects focus, memory, confidence, and health.

□ **Recognize the Signs of Stress**

- Fast heartbeat or breathing
- Feeling overwhelmed or irritated
- Headaches, sleep issues
- Loss of motivation

□ ♀□ **Stress-Relief Techniques**

1. **Deep Breathing** – Try 4-7-8 technique (inhale-4, hold-7, exhale-8)
2. **Journaling** – Write down thoughts to gain clarity
3. **Meditation** – Just 5 mins daily calms the mind
4. **Physical Activity** – Even a 10-min walk releases endorphins
5. **Talk it Out** – Share feelings with friends, mentors, or parents

💪 **Coping with Failures**

- **Accept**: Everyone fails. It's a stepping stone, not a dead-end.
- **Analyze**: What went wrong? What did you learn?
- **Bounce Back**: Make a new plan and move forward.

"Stress is not what happens to us. It's how we respond that makes the difference."

Unit 3: Functional Skills

Resume Writing & CV Preparation

- Highlight your strengths, skills, and achievements
- Keep it **clean, clear, and professional**
- Customize for the **job you're applying to**

Tip: Use action words like *"led, created, improved, managed..."*

Interview Skills

- Research the company
- Practice **common questions & answers**
- Dress professionally & be **on time**
- Speak clearly, stay confident, maintain eye contact

"Be yourself – but your best self!"

Resume vs Curriculum Vitae

- **Resume**: Short (1–2 pages), job-focused
- **CV**: Detailed academic + professional history

🔄 Acing the Interview

✅ Greet confidently
✅ Stay positive – even about failures
✅ Ask thoughtful questions at the end
✅ Follow up with a thank-you email

💬 Group Dynamics

- Respect all opinions
- Listen actively, don’t interrupt
- Encourage others – be a team player
- Keep the **goal in focus**

🎭 Mock Interviews & Group Discussions

- Practice like it’s real
- Improve with feedback
- Record & review your performance

🎯 ***“Your communication is your personal brand — make it strong!”***

Unit 4: Interpersonal Skills

🤝 Synergising Relationships

- Build positive connections with peers and colleagues
- Practice empathy, active listening & mutual respect

📊 SWOT Analysis

- **S** – Strengths
- **W** – Weaknesses
- **O** – Opportunities
- **T** – Threats

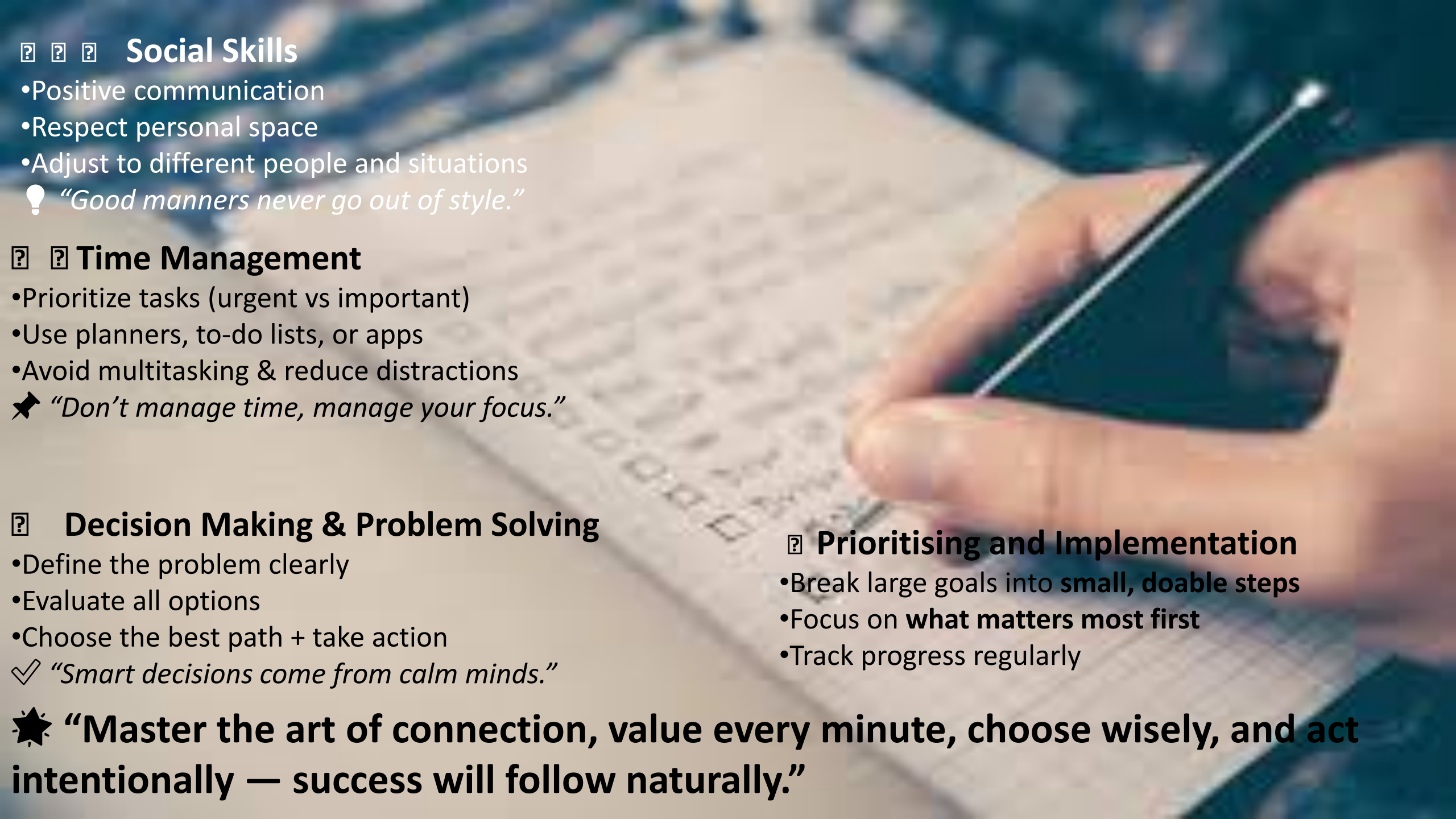
🔍 Helps you **understand yourself** better and make better career decisions

SOAR Analysis

- **S** – Strengths
- **O** – Opportunities
- **A** – Aspirations
- **R** – Results

🎯 Focuses more on future goals & potential

🌱 ***"Great teams are built on trust, not talent alone."***



🗣 🤝 🧠 Social Skills

- Positive communication
- Respect personal space
- Adjust to different people and situations

💡 *"Good manners never go out of style."*

⏰ 📅 Time Management

- Prioritize tasks (urgent vs important)
- Use planners, to-do lists, or apps
- Avoid multitasking & reduce distractions

📌 *"Don't manage time, manage your focus."*

🧠 Decision Making & Problem Solving

- Define the problem clearly
- Evaluate all options
- Choose the best path + take action

✅ *"Smart decisions come from calm minds."*

🎯 Prioritising and Implementation

- Break large goals into **small, doable steps**
- Focus on **what matters most first**
- Track progress regularly

🌟 **"Master the art of connection, value every minute, choose wisely, and act intentionally — success will follow naturally."**

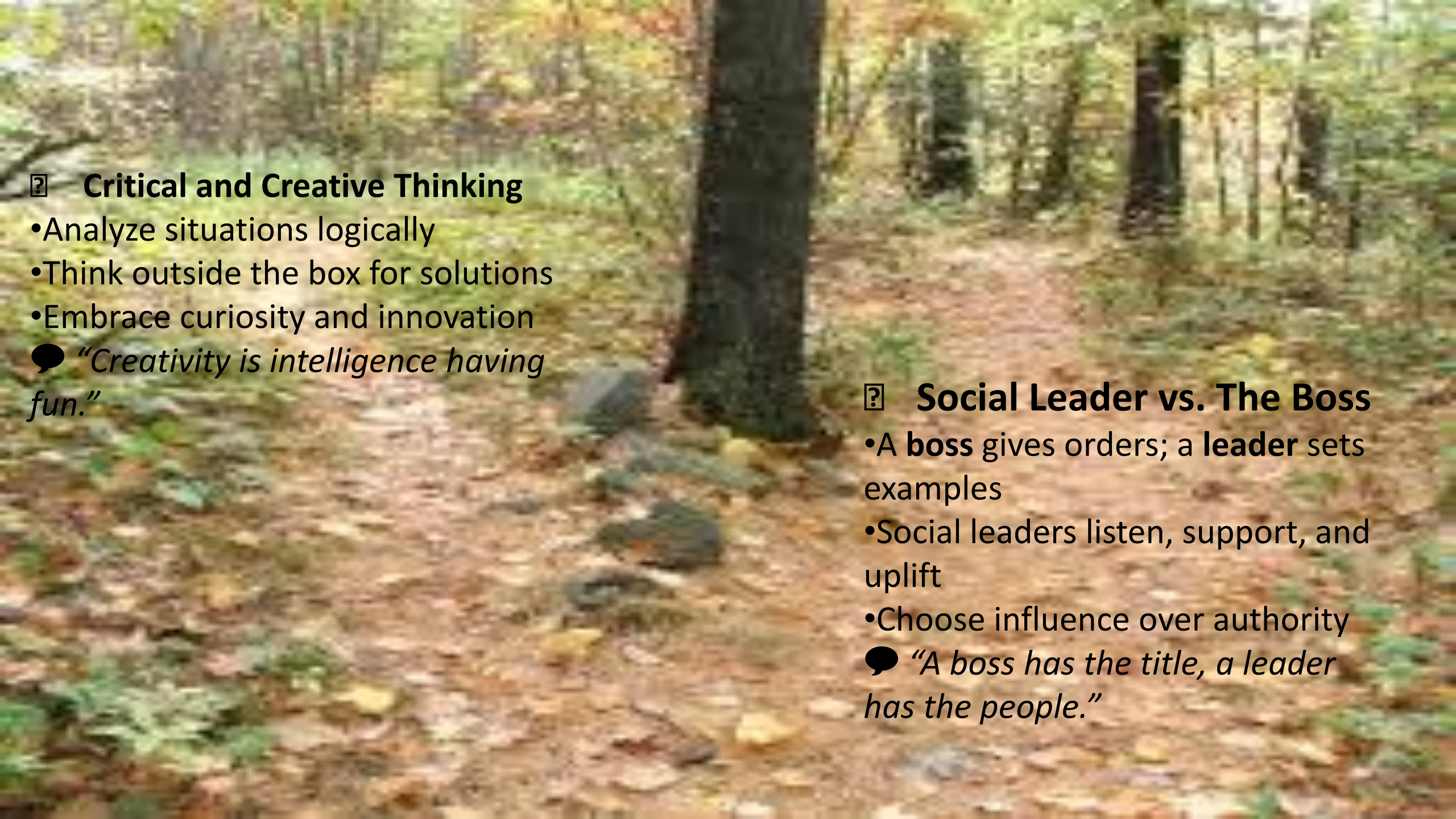
🌟 Unit 5: Personality Skills

👑 Leadership Skills

•Inspire and guide others
•Take initiative and responsibility
•Build trust and encourage teamwork
💬 *"A true leader doesn't create followers, they create more leaders."*

💭 Attributes and Attitudes

•Stay positive, proactive, and humble
•Be open to feedback and growth
•Cultivate confidence without arrogance
💬 *"Your attitude, not your aptitude, will determine your altitude."*



🧠 Critical and Creative Thinking

- Analyze situations logically
- Think outside the box for solutions
- Embrace curiosity and innovation

💬 *"Creativity is intelligence having fun."*

🤝 Social Leader vs. The Boss

- A **boss** gives orders; a **leader** sets examples
- Social leaders listen, support, and uplift
- Choose influence over authority

💬 *"A boss has the title, a leader has the people."*


THANK YOU